

LEGEND		
CO	Change Owner	
CI	Change Implementer	
Other	All Other Persons	

Change Management Functional Work Steps

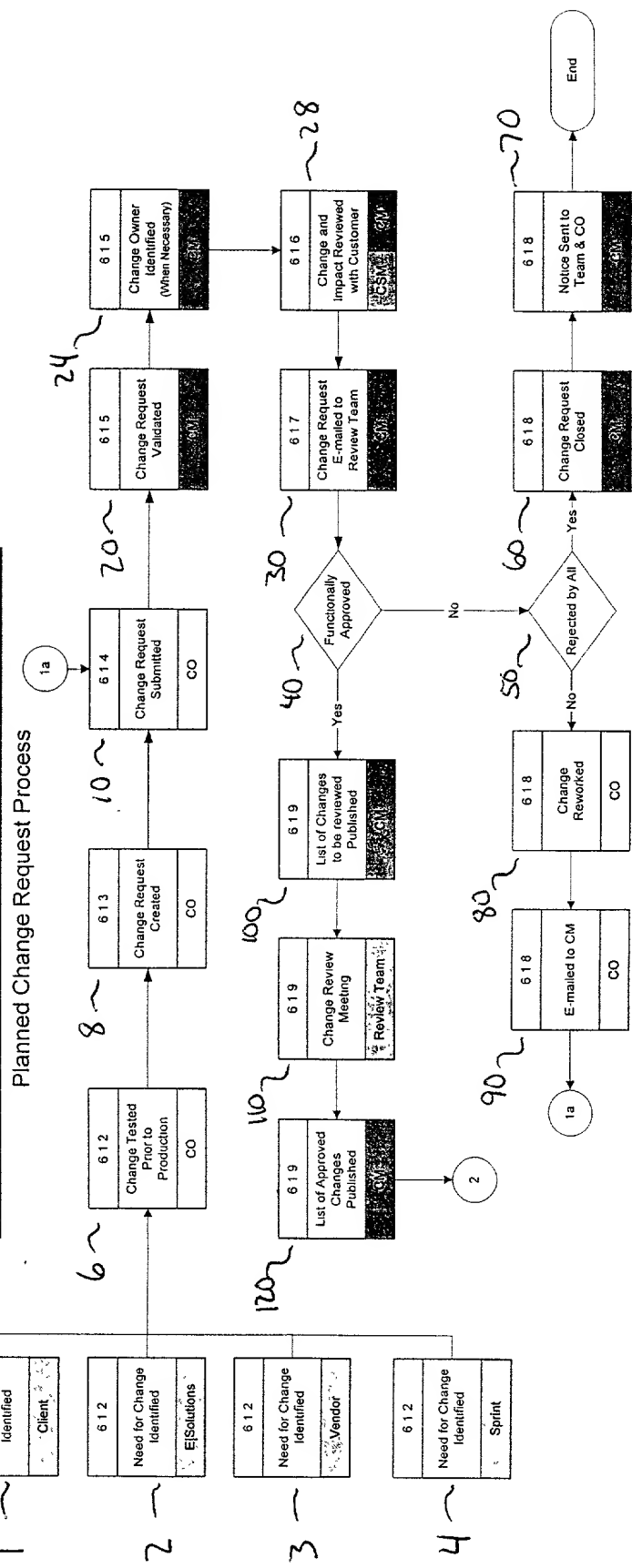


Figure 1A

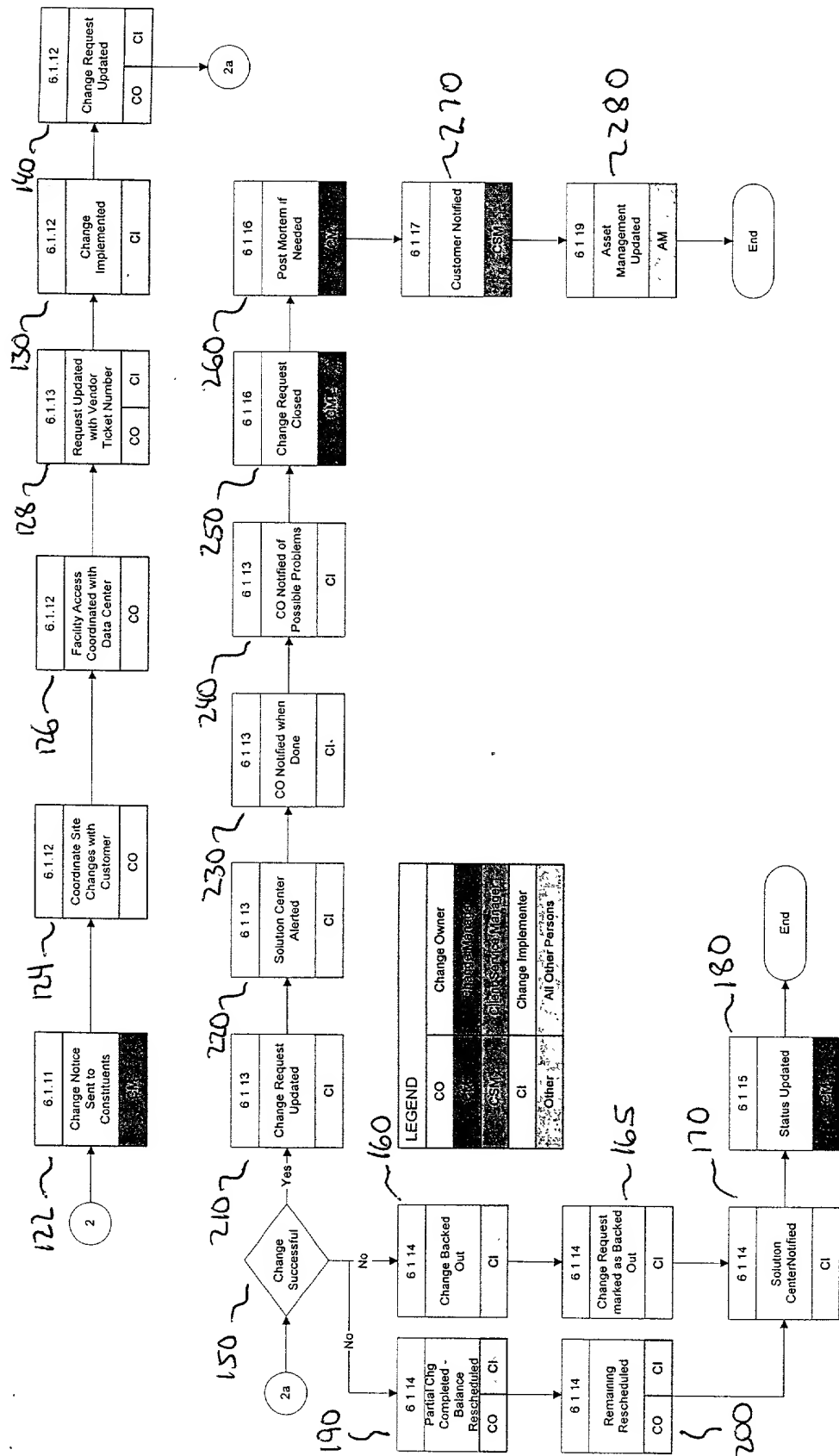


Figure 1B

Change Management Functional Work Steps

Emergency Change Request Process

LEGEND			
CO	Change Owner	CM	Change Manager
CSM	Client Service Manager	CI	Change Implementer
Other	All Other Persons		

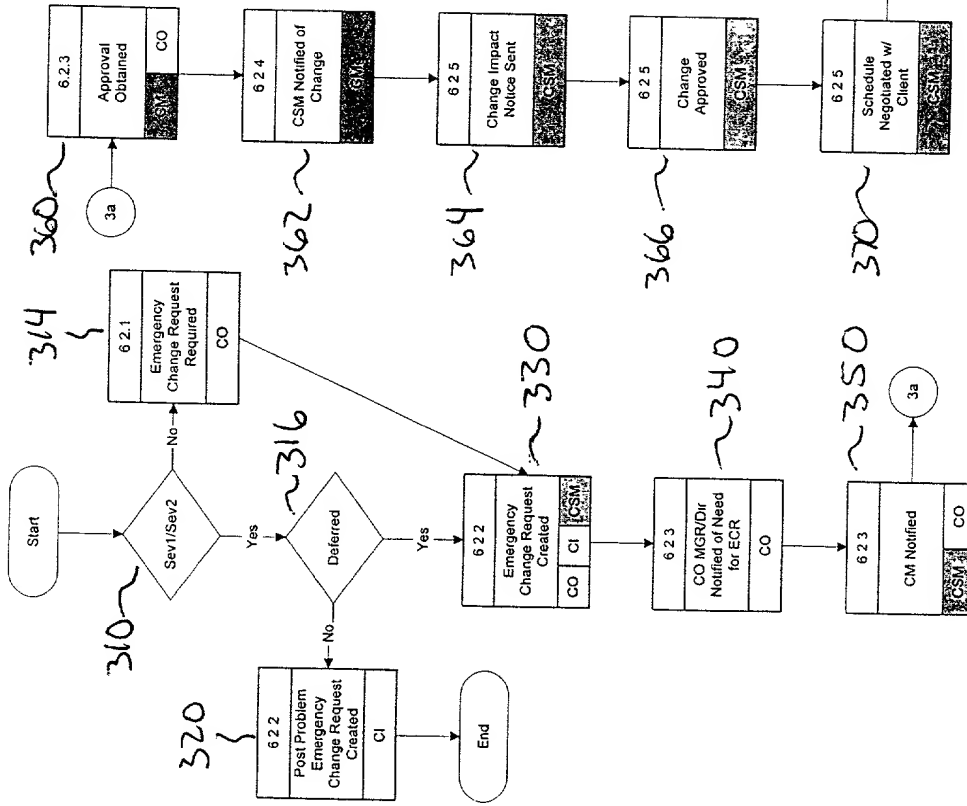


Figure 2A

LEGEND	
CO	Change Owner
CM	Change Manager
CSM	Client Services Manager
CI	Change Implementer
Other	All Other Persons

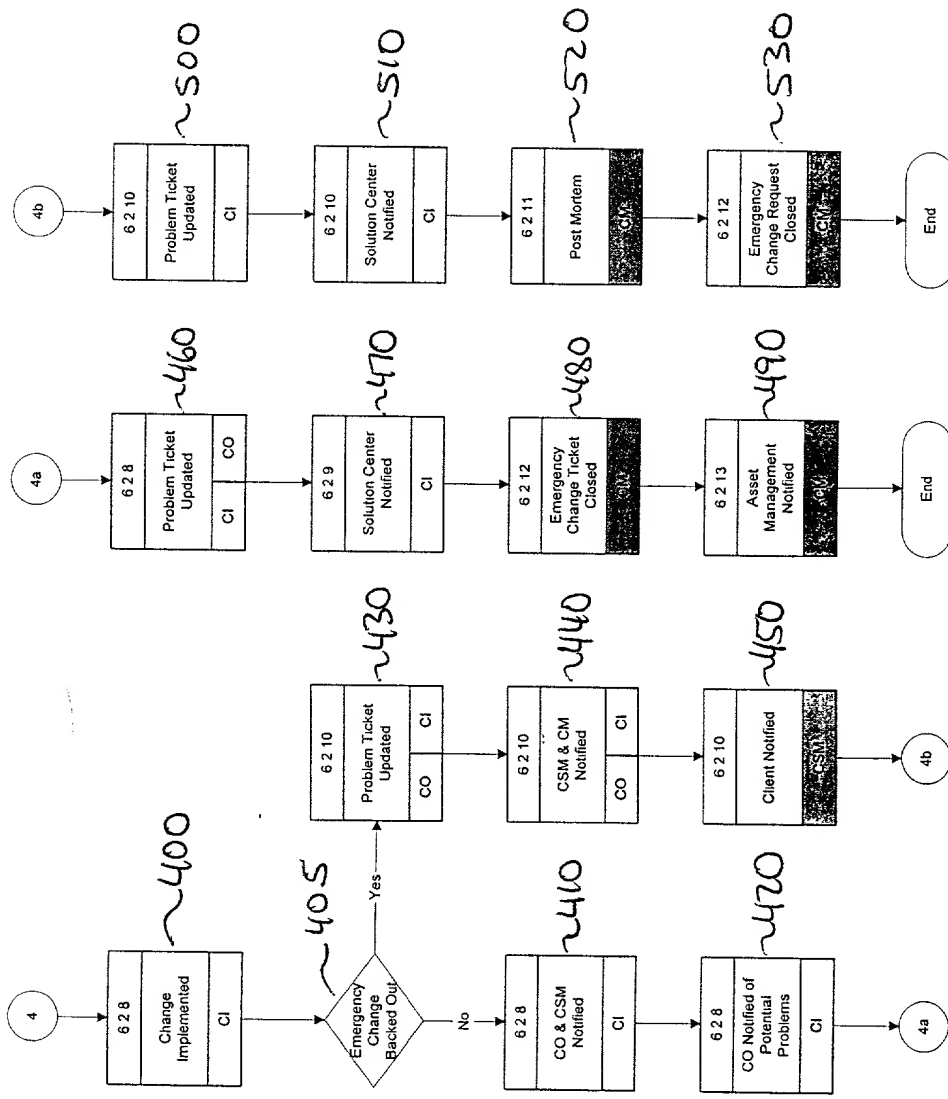


Figure 2B

Welcome To The
Sprint Solution Center's
Change Management System

Please Login

Development

610 ~

User Name

620 ~

Password

Login

630 ~

Register As A New User

640 ~

I Forgot My Password

650 ~

Figure 3

710 720 730 740 750 760 770 780

Change Management System

Active Change Requests

Quick NAV	Search Select	ID Z - A	Title	Customer	Status	Assigned To Group	Created By	Dated Entered
Logout - Bogus Level 1	?				Any Status			
Edit Your User Information								
Change Request List	view	1009	TEST: Firewall problem	First Group America	Resolved	Architecture & Engineering	Bogus Level1	3/6/2001 11:21:37 AM
Enter New Change Request	edit	1008	This is just a draft	First Group America	Draft		Bogus Level1	3/6/2001 11:19:13 AM

Figure 4

Security Level 3

Quick NAV

810 ~	Logout - Bogus Level 1
820 ~	Edit Your User Information
830 ~	Change Request List
840 ~	Enter New Change Request

Figure 5

Security Level 4

Quick NAV

~ 910	Logout - Monte Fransen
~ 920	Edit Your User Information
~ 930	Change Request List
~ 940	Enter New Change Request
~ 950	User Management
~ 960	E-mail group Management

Figure 6

Change Management System

Complete All Items Below to create or edit your user account. Contact your Manager if you have any questions or to have your access level increased.

Update User Registration

* = Required Field

*First Name Bogus ~1010	*Last Name Level1 ~1020	*User ID bogus1
*Email Address monte.fransen@mail.sprint.com Notify Me Via Email About All Change Requests. <input checked="" type="checkbox"/> ~1030		Your Email Address will be used for communication. Please use the Email Address that you wish to receive Time Management Communication at. Click the check box to receive Email Notifications About the Change Requests related to Your Company. ~1040
*Company First Group America ~1050	*Department Change Management ~1060	*Business Phone 404-649-0115 ~1070
Mobile Phone	Pager Number	Pager Pin
*Password ~1080	*Confirm Password ~1090	

Figure 7

Change Management System

1150 ~ Save As Draft	Choose this option if all of the required fields are not filled out. The Change Request WILL NOT be submitted to Change Control but all of the information will be saved.
1152 ~ Submit Request	Choose this option if you are ready to submit your request to Change Control. All required fields must be filled out.

Change Request Title And Type

*Title Or Brief Description Of Change Request ~ 1102		
*Change Request Type ~ 1104 <input type="text"/>	*Customer Category ~ 1106 <input type="text"/>	*Group Initiating Change ~ 1108 <input type="text"/>
Vantive Case ~ 1110 <input type="text"/>	Remedy Case ~ 1112 <input type="text"/>	TRS Case ~ 1114 <input type="text"/>
EA Case ~ 1116 <input type="text"/>	OTS Case ~ 1118 <input type="text"/>	

Customer Information

*Company Name ~ 1120 First Group America	*Location Of Change (City) <input type="text"/>
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Change Implementer (s)

*Change Request Assigned To Group Not Yet Assigned

Change Requestor Information

*Requestor Name ~ 1122 Bogus Level2	*Phone (with dashes) ~ 1124 404-555-7213
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Name ~ 1130 <input type="text"/>	Phone (with dashes) ~ 1132 <input type="text"/>
Name ~ 1134 <input type="text"/>	Phone (with dashes) ~ 1136 <input type="text"/>

Change Owner Information

*Owner Name ~ 1126 Bogus Level2	*Phone (with dashes) ~ 1128 404-555-7213
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Name ~ 1138 <input type="text"/>	Phone (with dashes) ~ 1140 <input type="text"/>
Name ~ 1142 <input type="text"/>	Phone (with dashes) ~ 1144 <input type="text"/>

*Change Applies To

<div style="border: 1px solid black; padding: 2px;"> Hardware Router Switch OS Patch OS Upgrade DB Patch DB Upgrade Application </div>	Choose multiple items by holding the ctrl key down and selecting the items. ~ 1146
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*Organizations Impacted

<div style="border: 1px solid black; padding: 2px;"> Architecture & Engineering Backbone OPs Change Management Customer Data Center OPs DOSM DSI Edge Opps </div>	Choose multiple items by holding the ctrl key down and selecting the items. ~ 1148
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Figure 8

Change Management System

E-Mail Group Management

Available E-Mail Groups

Select	E-Group Name A - Z	Owner Company	Owner Group	Activate On Status	Description
1210 ~ <input type="checkbox"/>	Change Management	Sprint E Solutions	Change Management	Pending Approval	Send e-mail on status Pending Approval.
1220 ~ <input type="checkbox"/>	Change Management	Sprint E Solutions	Change Management	Submitted	Send e-mail when a change is submitted
1230 ~ <input type="checkbox"/>	Change Management	Sprint E Solutions	Change Management	Scheduled	E-mail with Scheduled

1240 ~

Figure 9

Change Management System

E-Mail Group Definition

Group Name ~1310
Change Management

Group will be activated when the status of the Change Request is equal to...
Pending Approval ~1320

Owner Company
Sprint E|Solutions ~1330

Owner Group / Department
Change Management ~1340

Group Description ~1350
Send e-mail on status Pending Approval.

1370 ~

1380 1390

Available Email Addresses

Sprint E|Solutions - James Barnwell - james.c.barnwell@mail.sprint.com
Sprint E|Solutions - Jim Beame - monte.fransen@mail.sprint.com
Sprint E|Solutions - Andrew Beasley - andrew.f.beasley@mail.sprint.com
Sprint E|Solutions - Scott Bosarge - scott.a.bosarge@mail.sprint.com
Sprint E|Solutions - Anastasia Clark - anastasia.d.clark@mail.sprint.com
Sprint E|Solutions - Change Control - change.control@mail.sprint.com
Sprint E|Solutions - Randell Daniels - randell.daniels@mail.sprint.com
Sprint E|Solutions - Monte Fransen - monte.fransen@mail.sprint.com
Sprint E|Solutions - Garfield Henry - garfield.henry@mail.sprint.com
Sprint E|Solutions - Alexis Holcomb - alexis.d.holcomb@mail.sprint.com
Sprint E|Solutions - Rick Johnson - rick.k.johnson@mail.sprint.com
Sprint E|Solutions - Dwayne Moore - dwayne.l.moore@mail.sprint.com
Sprint E|Solutions - Gary Raney - gary.l.raney@mail.sprint.com
Sprint E|Solutions - Brian Sallee - brian.j.sallee@mail.sprint.com
Sprint E|Solutions - H. Winnfred Smith - winnfred.x.smith@mail.sprint.com
Sprint E|Solutions - Winnfred Smith - winnfred.x.smith@mail.sprint.com
Sprint E|Solutions - David Sommers - david.f.sommers@mail.sprint.com
Sprint E|Solutions - Michael Stubbs - michael.k.stubbs@mail.sprint.com
Sprint E|Solutions - William Smith - william.b.smith@mail.sprint.com

~1360

Figure 10